

## Message From the President: "Melillo Expands To Provide HP OpenView Sales and Services Nationally"

*Mark J. Melillo: CEO & President*

**A**s many of you know, Melillo Consulting has been an HP OpenView partner serving the Northeast since the OV Partner Program's inception in the early 1990's. Our success has been a direct result of the expertise of our sales and technical associates and the strength of our partnership with HP. This partnership and our success record have been clearly recognized by HP as we are one of only three top-tier OV Elite Partners in North America. The company has received numerous OpenView Summit, Spirit and CRYSTAL Awards and are the only two-time recipient of multiple crystal awards in the same year for technical excellence.

Melillo has now launched an initiative to expand our OpenView sales, support and consulting services to a national market. Along with HP, we have seen a significant growth in OpenView opportunities in the past 18 months, and see a window for even greater opportunity. And, as HP plans to aggressively grow their OV business in the upcoming year, it is apparent that Melillo's national expansion is the logical vehicle to help them meet these goals.

Scott Strubel, HP's Director, Americas Software Partners, has stated that "Melillo has an established track record of success as an OpenView Elite Partner and has consistently proven to be a valuable HP resource in the Northeast

and Mid-Atlantic regions. By expanding to a national market, Melillo can be a catalyst to help HP meet our financial goals."

As part of our initial expansion efforts, we have opened offices in Houston, Boston, and Cincinnati, and are staffing these offices with OpenView-certified sales executives as well as technical resources. Leveraging our strong partnership with HP, we have selected former HP U.S. Sales Director Henry Potts to be Melillo's National Sales Manager, Software Solutions. Henry will be based in our Cincinnati office. In Houston, we've hired Jeff Gibson, formerly Regional VP for NSAI, as an Area General Manager running our Texas/Gulf Coast region. *(Note: For more information see story below.)*

As Melillo expands nationally, we will continue to build our organization with the same quality of sales and technical resources that established our reputation as a leading OpenView consulting partner. We are excited about the potential this expansion will provide for Melillo and HP, and the resulting benefits that it will bring our customers.



## Industry Leaders Join Melillo For Expansion Initiative

*Potts and Gibson to Head Offices in Houston and Cincinnati*

**A**s part of the company's national expansion of HP OpenView sales and services, Melillo Consulting has tabbed industry experts Henry Potts and Jeffrey Gibson as National Sales Manager, Software Solutions and General Manager, respectively.

Henry Potts will be responsible for managing the expansion of Melillo's software and consulting business into a national practice. He will be utilizing his sales management leadership skills to recruit and direct a team of business development members on the national level.

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## Melillo Consulting Awarded CMP Media VARBusiness 500 Ranking

*Company Recognized As Top Provider of Information Technology Services*

**M**elillo Consulting has been awarded a ranking in CMP Media's 2005 VARBusiness 500. The company's ranking (#303) is based on 2004 revenues, and marks the sixth time since 1999 that Melillo Consulting has been recognized as a top technology integrator on this prestigious list.

The VARBusiness 500 award recognizes the top-placed firms among North America's approximately 90,000 third-party companies that help corporations and institutions best apply IT strategies and systems. The definitive revenue-based ranking is derived from formal research among solution providers, IT consultants, integrators and service organizations. Finalists were ranked according to their fiscal year 2004 revenue, based only on their reseller-related services business.



"Being ranked on the VARBusiness 500 list is truly an honor," said

Mark Melillo, CEO and President of Melillo Consulting. "Not only is it a testament to the quality of the Melillo Team, but it's recognition of our commitment to our customers."

"The VARBusiness 500, the top rung of North America's integrators, powers our national economic engine - both its private and public sectors - and keeps it competitive," said VARBusiness Publisher Robert C. DeMarzo. "Through their expertise, solution providers ensure appropriate, cost-effective IT implementation to help drive business forward."

Mark Melillo also participated in the VARBusiness Editorial Roundtable - an invitation-only event that brought together CXO-level executives in the IT solution provider community to share their insights on the future of the business and the state of customer and vendor relationships.

For more information on the VARBusiness 500 program: [www.varbusiness.com](http://www.varbusiness.com)

## Melillo Launches Small Business Services Offering

*Practice to Provide Outsourced IT Support and Services*

**F**or many small- and mid-sized businesses, maintaining an IT department internally can be cost-prohibitive. Or, if a business does maintain IT functionality in-house, the department's resources may not provide for certain business-systems expertise or is unable to commit to long-term service contracts. To help businesses address this issue, Melillo Consulting has launched its Small Business Services (SBS) offering.

Melillo Consulting has built its reputation by providing world-class IT services to enterprise-level businesses. Melillo's SBS offering, built around Microsoft technologies, is designed to provide this same quality of service customized to meet the specific needs of small- and mid-sized businesses through onsite or remote support options.

Melillo's SBS options include the following:

**Virtualized Help Desk:** Melillo's certified Help Desk staff supports all current Microsoft operating systems and common office productivity applications.

**Exchange Server Upgrade Services:** Melillo's technicians can ensure that a business' upgrade to Exchange 2003 is safe using Microsoft-recommended best practices.

**Server Procurement & Configuration:** after delivery, Melillo will configure new Microsoft Windows, Exchange, SQL or Small Business Server to specifications, install all necessary patches and application software, and commission into a production environment.

**PC Troubleshooting and Maintenance:** services include system diagnostics, hard drive and memory upgrades, network configuration, virus and spyware removal, critical updates and patches, operating system installations, and OS rebuilds.

**Total IT Office Support:** an office IT environment can be assimilated to be part of Melillo's remotely managed and monitored infrastructure to ensure that any IT issues are handled by the Melillo staff.



For more information: [www.mjm.com/offerings/services/small-business-services](http://www.mjm.com/offerings/services/small-business-services)

## Melillo Enters Into Strategic Partnership With Network Appliance

*Enhances Company's Storage Networking Solutions Offering*

**M**elillo Consulting has entered into a strategic partnership with Network Appliance (NetApp), an industry leader in unified storage solutions for data-intensive enterprise-level companies, to provide enterprise data management solutions that simplify the storing, sharing and delivery of information throughout an organization.

"Melillo's partnership with NetApp will significantly broaden our storage portfolio. Not only is NetApp the market leader in NAS, but their Single Architecture approach provides simultaneous connection for all three types of storage interconnect (NAS, FC, iSCSI)," said Henry Fastert, Melillo Consulting Principal Architect.

Melillo's storage solution offering encompasses architecting, implementing, and managing storage solutions, from a storage assessment, through design and technology procurement, and into implementation. Melillo's storage networking solutions leverage standard NetApp features such as the highly optimized and scalable NetApp Data ONTAP storage operating system, enabling businesses to minimize complexity and costs while bringing unequaled flexibility to their storage environment. NetApp enterprise storage systems function as "unification engines" that simultaneously support Fibre Channel

and iSCSI storage area networks and network-attached storage making it easier for enterprise customers to deploy storage that can be shared across SAN and NAS environments.

In January, Netapp was presented with "Best NAS Solution of 2004" by *InfoWorld* as part of their "Technology of the Year" awards.

"Network Appliance is very excited to jointly market with Melillo Consulting," said Frank Taubenkraut, Network Appliance Channel Development Manager. "Melillo offers an array of services which along with our products offers the client a seamless solution. Their customer satisfaction rating is second to none."



### *About Network Appliance*

Network Appliance is a world leader in unified storage solutions for today's data-intensive enterprise. Since its inception in 1992, Network Appliance has delivered technology, product, and partner firsts that simplify data management. Information about Network Appliance™ solutions and services is available at [www.netapp.com](http://www.netapp.com).

## Business Management USA Interviews Melillo CEO

*Q&A Regarding Compliance Issues Facing Industry*

**M**ark Melillo, company CEO and President, was recently interviewed by Business Management: America regarding the "The Art of Compliance".

The interview, which appeared in *Business Management USA*, Volume Two, Issue Three, centered on compliance issues currently facing the IT industry, as well as the trends/developments that will be influencing the industry moving forward. In the interview, Melillo presented his views on how companies can successfully meet compliance regulations and how Melillo Consulting is developing solutions to help companies leverage their current IT investments to successfully meet their IT and business objectives in a compliance-affected environment.

For a complete article transcript:

[www.mjmc.com/news-media/news/business-management.htm](http://www.mjmc.com/news-media/news/business-management.htm)



*Comments or suggestions? Please email us at [info@mjm.com](mailto:info@mjm.com).*

## Melillo Hosts 10th Annual Customer Appreciation Golf Outing

*Awards and Presentations Highlight IT Solutions: Foundations For Success*



**M**elillo Consulting hosted its 10th Annual Customer Appreciation Golf Outing at Fiddler's Elbow Country Club (Bedminster, NJ) in June. Over 170 Melillo customers, partners, and employees attended the all-day event that included the presentation of Melillo's 2005 Customer Appreciation Awards and an overview of Melillo's solution offerings.

Melillo presented Customer Appreciation Awards in the following categories:

- Rapid SAP Platform Upgrade
- Rapid Compliance Value
- Best Industry Specific Application Infrastructure
- Most Innovative Software Integration
- Best Computing Security Integration
- Best Enterprise Application Infrastructure Upgrade
- Best Application Management Foundation.

### Golf Outing Participants Showcase Skills

#### Team Score: First Place

- ◆ Don Scobell (Melillo Consulting); John Whooley (HP Financial Services); John Krang (The NPD Group); Phil Bianco (NCO Group)

#### Team Score: Second Place

- ◆ Dan Devenio (Melillo Consulting); Richard Jacowleff (Telcordia); David Arbach (Telcordia); Marc Surette (Sun)

#### Team Score: Third Place

- ◆ Art Pursel (Melillo Consulting); Stanley Rice (Carlisle SynTec); Ed Slagle (Hershey Foods); Tom Erickson (CSSI)

#### Team Score: Fourth Place

- ◆ Dennis Calhoun (Rhodia); John Perdoch (Rhodia); Bob Winters (Avnet)

#### Team Score: Fifth Place

- ◆ Mike DeCou (Melillo Consulting); Brian Griggy (StorageTek); James Yarussi (PSE&G); Ken Robson (HP)

**Closest to Pin:** Neal Brandi (Guy Carpenter & Company); Vince McGuirl (StorageTek)

**Nearest to Line:** Brad Osborne (Melillo Consulting)

**Longest Drive(s):** John Kovac (Liz Claiborne); Rich DiMartino (Fresco IPS)

**Putting Contest:** John Perdoch (Rhodia)



#### Thanks to our Sponsors:

Alterpoint, Avnet, BEA, Bell Microproducts, Citrix, Hitachi, HP, HP OpenView, SAP, StorageTek, Sun, Sybase, and Veritas

## Melillo Senior Solutions Architect Presents at 7x24 Exchange Meeting

*HP OpenView Application Usage Highlighted*

**K**en Herold, Melillo Consulting Senior Solutions Architect, presented "Using OpenView in the Data Center" at the 23rd Meeting of the 7x24 Exchange Delaware Valley Chapter. Herold's presentation centered on the capabilities of HP OpenView and how it fits into managing the elements in the data center.

Melillo Consulting also participated as a table-top sponsor at the two-day networking and educational event. Held at the Borgata Hotel, Casino & Spa in Atlantic City, the event focused on automating operations in a data center, specifically for those companies running mission critical data centers.

## Melillo Participates in Operation Shoebox: New Jersey 2005

### *Company Donates Items for U.S. Armed Forces Personnel Deployed Overseas*

In July, Melillo Consulting contributed to Operation Shoebox: New Jersey 2005 by donating over 300 steel thermoses to be distributed to U.S. armed forces personnel deployed overseas as part of Operation Iraqi Freedom.

Operation Shoebox: New Jersey 2005 was created by a broad-based network of organizations and volunteers in Central New Jersey to build and maintain a supply line of personal items to be shipped to soldiers overseas. Materials collected are divided between soldiers of the 250th Signal Battalion, 42nd Infantry, and soldiers designated for delivery by the United States Marine Corps Reserves.



"We are proud to participate in a program such as Operation Shoebox," said Mark Melillo, CEO and President of Melillo Consulting. "Hopefully, our continued contributions will let our armed forces know how much we recognize their efforts."

Rod Hirsch, Executive Editor of *The Reporter* newspaper, organized the collection of the donated items. "We greatly appreciate the donation from Melillo Consulting," said Hirsch. "It truly makes a difference for our soldiers overseas because they know that people are thinking about them."

To find out more about the program, or to participate in Operation Shoebox: New Jersey 2005, please contact Rod Hirsch, Executive Editor of *The Reporter*, at (908) 575-6684 or rhirsch@njnpublishing.com.

### Expansion Hires (cont from page 1)

Potts began his information technology career with NCR in 1973 as a pre-sales technical consultant, assisting with the sale and implementation of general accounting computers. He advanced rapidly to a sales and sales management career with NCR and in 1979 moved to Hewlett-Packard where for the past 26 years has held several positions in their field organization. He has over 15 years of sales leadership experience including 5 years as a Client Manager of the General Electric account team where he drove a doubling of revenue for HP. Potts also has 10 years as a general sales District Manager, 5 years as a Software Sales District Manager in the Midwest and for the past year, he has held the position of U.S. Sales Director for Americas Software Sales. He has been actively involved in a significant sales transformation that has included the reorganization, recruitment and deployment of a significant population of the current software sales force in the U.S.

Potts has received the HP Gold Quest award, President's Club recognition, Americas Software Manager of the Year, several Achiever's Club awards and has overachieved quota every year as a software sales manager.

Jeffrey Gibson has joined Melillo Consulting as General Manager, Texas. In this role, he will be offering Melillo's core products, services and solutions to a new geographic market, focusing on specific industries such as Oil, Gas and Healthcare. The core competencies he will be focusing on building include Identity Management, Security, Enterprise Management and Consulting.

Gibson has 17 years of senior level executive experience in diverse business areas such as management, technology and sales that served him in taking his start-up company, ManageIT, to \$15 million in revenue and successfully launching the company's first internally-developed software product offering. He also developed HIPAA's Security Assessment & Remediation Strategy around the Final HIPAA Security Rule.

He co-authored the book *HP OpenView: A Manager's Guide*, which was published by McGraw-Hill and has also written numerous white papers on topics such as Network Management and Monitoring, Policy-based Management, Enterprise Service Level Management, and Security Management.



**DID YOU KNOW?** Melillo opened its current corporate office in Somerset (NJ) in 1996.

## HP Recognizes Melillo With Elite Partner Status, Spirit Awards

*Strong Partnership Evident in Status and Sales Recognition*

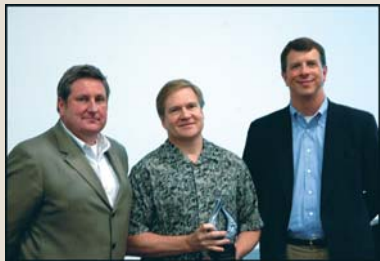
**F**or the third consecutive year, Melillo Consulting has been recognized by Hewlett-Packard as an HP PartnerONE Elite Platinum Business Partner for 2005. This marks the third consecutive year, and each year of the Program's existence, that Melillo has been recognized with this status level.

PartnerONE is the HP partnering program for SMB solution providers, catalog/web resellers, local and national VARs, agents (or "Influencer") partners, systems integrators, ISVs and service providers.

"Being recognized as a PartnerONE Elite Platinum Business Partner is certainly an honor and a testament to the strength of the Melillo Consulting - HP relationship," said Mark Melillo, Melillo Consulting CEO & President. "By working together, Melillo Consulting and HP will continue to deliver a value proposition that our customers can't get anywhere else."



Mark Melillo (left) receives Melillo Consulting's PartnerOne Elite Status plaque from HP's Ralph Donofrio (center), HP Area Reseller Manager, Partner Sales; and Mickey Peare, HP Partner Business Manager



Keith Wilson (center), Melillo Consulting Director of Business Development, receives a Spirit Award from HP's Mark Johnston (left), U.S. Sales Manager, OpenView VAR Channel; and Scott Strubel, Director, Americas Software Partners

### *Director of Business Development Recognized as Sales Champion*

During the 2005 HP Software Forum, HP presented Melillo Consulting with two "Spirit" Awards.

Melillo Consulting received a Spirit Award as a "Best Solution Development Partner." This category recognizes partners that have used an HP OpenView solution to proactively and creatively address relevant markets or address current industry issues. Specifically, Melillo was recognized for its OVTA Application Readiness Program.

Keith Wilson, Melillo Consulting Director of Business Development, received a Spirit Award for being an "Individual Sales Champion in the Northeast Region".

Melillo Consulting also received a Summit Award for being one of the top ten HP reselling partners in the U.S.

## Melillo GM Participates in Financial Services Technology Summit '05 Roundtable

*Carney Sits On Panel Addressing Sarbox and Financial Compliance Issues*

**R**ick Carney, Melillo Consulting GM - Management Consulting Group, participated in the roundtable discussion "Financial Compliance" during the Financial Services Technology Summit '05.

Moderated by Virginia Garcia, Director, Financial Services Strategies and IT Investments Practice, from TowerGroup, the panel addressed Document and Workflow Management, Data Storage Solutions, and Enterprise solutions for Financial Compliance. Other panelists included: Andrew Wilson, Partner, Accenture; Margaret Brooks, Vice-President Strategic Solutions; and, Tim Ansberry,

Industry Manager for Back Office Operations and Compliance, Hyland Software.

Melillo Consulting also was a sponsor of the Summit - a three-day critical information event designed to bring together the senior decision makers for technology systems at the leading US banking and financial service companies. FSTS '05 also hosted keynote statements from influential regulators and analysts discussing the impact of the Sarbanes Oxley Act and specific outsourcing opportunities on technology spending.

For more information:  
[www.fstsummit.com](http://www.fstsummit.com)



## Industry Compliance Primer: FFIEC

Established in 1979, the Federal Financial Institutions Examination Council (FFIEC) prescribes uniform principles, standards, and report forms and promotes uniformity in the supervision of financial institutions.

The FFIEC standards call for financial institutions to collect, retain and review logs and audit trails in such security and control areas as user access rights administration, firewall policy, and remote access.

### What Agencies comprise the Council, and what entities are they responsible for?

Board of Governors of the Federal Reserve System (FRB)

- o State member banks
- o Bank holding companies
- o Non-bank subsidiaries of bank holding companies
- o Edge and agreement corporations
- o Branches and agencies of foreign banking organizations operating in the United States and their parent banks
- o Officers, directors, employees, and certain other categories of individuals associated with the above banks, companies, and organizations (referred to as "institution-affiliated parties")

Federal Deposit Insurance Corporation (FDIC)

- o State nonmember banks
- o Insured branches of foreign banks

National Credit Union Administration (NCUA)

- o Credit unions

Office of the Comptroller of the Currency (OCC)

- o National banks
- o Federally chartered branches
- o Agencies of foreign banks

Office of Thrift Supervision (OTS)

- o Thrift associations



### What log analysis does the FFIEC recommend?

Inbound and outbound Internet traffic	Internal network traffic	Firewall events
Intrusion detection system events access	Network and host performance	Operating system
Application access	Remote access	

### What provisions does the FFIEC identify for IT services?

- o Security Process: monitoring and updating
- o Information Security Strategy: daily access log review
- o Security Controls Implementation: logging and auditing the use of privileged access
- o Network Access: monitoring firewall traffic and logging activity with daily administrator review
- o Operating System Access: logging and monitoring user or program access to sensitive resources and alerting on security events; log user or program access to sensitive system resources including files, programs, processes, or operating system parameters; filter logs for potential security events and provide adequate reporting and alerting capabilities; activate and utilize operating system security and logging capabilities and supplement with additional security software where supported by the risk assessment process; restrict and log access to system utilities, especially those with data altering capabilities; monitor operating system access by user, terminal, date, and time of access
- o Application Access: logging access and events
- o Remote Access: logging and monitoring remote access -log and monitor the date, time, user, user location, duration, and purpose for all remote access
- o Monitoring and Updating: reviewing security and activity logs

For more information: [www.ffiec.gov](http://www.ffiec.gov)

